MACS
Manufacturers' Agents Computer Systems

Common Error Messages

File these instructions in the MACS Software User's Manual

Requirements

> Operating System: Any
> MACS Version: 3.5 or higher

Situation

MACS software, like any other computer software, works by sending commands to the operating system, such as MS-DOS, UNIX, or Xenix. When the software cannot send the command or the operating system cannot perform what is requested, a warning or "error condition" may occur.

Solution

Below are common warning or error messages that might occur on you system along with a brief description and our suggestions on how to take care of them. Request the support memo listed at the end of the description, where applicable, for more detailed information. When contacting Support, it is very important to indicate what is exact message you received and what exactly were you doing at the time it occurred.

```
CHOICE CONFLICTS WITH ANOTHER TERMINAL:
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This message only applies to your system if you are using a multi-user system and have two or more terminals set up.

♦ A user is performing an operation that conflicts with the operation you have chosen. To see a list of users and their current operations, type **WHO** at any MACS menu.

♦ May have a "phantom" terminal that may need deleted
A terminal may have been turned off without properly exiting MACS Software. Turn on any terminal that has been turned off, and exit MACS if MACS appears.

♦ ***Request memo 109***

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OUT OF ENVIRONMENT SPACE
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♦ You have insufficient environmental space on your workstation.

♦ ***Request memo 248***

```
PRINTER IS NOT READY, CHECK PRINTER
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♦ The printer is not ready to print. Check to see if the printer is "on line" or "selected" and that it is not out of paper.

♦ Check for any error indicator on the printer. Refer to your printer manual for instructions on clearing errors.

♦ Someone else is using the printer or hasn't released the printer by answering "**YES**" to "**IS THE REPORT CORRECT?**"

```
PRINTER IN USE, <F4>END OR WAIT FOR AUTOMATIC RETRY
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♦ The printer that you selected is currently being used by another operator. You may just wait until the other person is finished, at which time you will be able to continue.

♦ If you don't want to wait, press **<F4>** and select another printer.

♦ *Request memo 251.*

```
READY >
```

♦ **<ESC>** key is accidentally hit and the system bumped you to a BASIC ">" prompt. This means you are now in the BASIC programming language and no longer in MACS.

♦ To get back into MACS, type the following command at the **>** prompt: **RUN "MM" <ENTER>**

♦ If you were in the middle of doing a procedure (ex: data entry, printing a report, etc . . .) go back into that same program and call up the item you were entering or re-print the report.

♦ If you were entering data, you may want to run a file check to make sure that there are not damaged records. If an error message is received, run a [3.6] FILE CHECK or see error message section

```
A RECORD IS IN USE BY ANOTHER USER, RETRYING ACCESS. . .
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♦ Two users are attempting to access the same record. The record is available to the first user, while the second user receives this message. The message will remain on your screen until the other operator is finished with the record. The second user can a) wait until the first user is finished with the record **OR** b) access a different record.

"!ERROR" MESSAGE

Errors can be caused by anything from hitting the wrong key to having damaged data in the system. No matter what the cause, it usually means that your will not be able to complete the process you were attempting to run. There are several error messages you could see on your terminal while running MACS. Some of the more common are:

```
ERROR ## AT LINE #### IN PROGRAM, <F4>END
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The program that you were running ran into an unexpected problem. Note the error message exactly as it appears, along with any other information displayed on the screen, i.e. the selection you were executing at the time and the last thing you entered at the terminal. Fax MACS support immediately this information.

```
!ERROR = ##
```

This message will be followed by the line of programming which was executing when the error occurred, followed by a line READY > prompt, type **LIST 10 <ENTER>** . This will

give you the program name. Type **RUN "MM"** to get back to a menu. Write down all information displayed on the screen and fax it to MACS Support immediately.

In order to help MACS answer your questions and solve your problems faster and better, follow these steps BEFORE you call MACS Support:

♦ Try to mentally recall the steps that led to the error message. What menu item had been selected? How far along did the system get before the error message appeared? What was the last item you saw on the screen before the error happened? How much of the report printed?

♦ If you can get out of the error and back to a menu (by either following the prompts on the screen or by typing **RUN "MM"**), try running the same procedure again, paying careful attention to everything you do and everything the system does.

♦ DO NOT TURN YOUR SYSTEM OFF to try to get rid of the error. Doing so may cause more errors.

♦ Run the File Check procedure -- option 6 from the Supervisory Functions menu. Select the option to print out the damaged records, but, DO NOT SELECT TO DELETE ANY DAMAGED RECORDS. This report will be used in determining what has been damaged and what needs to be done to correct the problem.

By doing these things before you call, you can give us a better idea of what's wrong and what needs to be done to correct it. The less information we receive on that first call in to us, the longer it will take to correct the problem.

Below is a list of common error messages.

ERROR 0	• The printer isn't ready. Check to see if the printer is powered up, on line, and all cables are connected. • File permissions may be wrong or two users may be accessing the same record. • ***Request memos 001, 251, 314***
ERROR 1	• A record is damaged in a file. This can occur following a power failure or not shutting down properly. You need to repair the damage before you can continue. Run a [3.6] FILE CHECK**.** Depending on the number and type of damaged records, it may be better to restore data from the most recent backup. • ***Request memo 001***
ERROR 2	• End of file. File needs to be expanded.
ERROR 7	• File is corrupt. Reorganize and run a [3.6] FILE CHECK.
ERROR 11	• Missing or duplicate keys. Run a [3.6] FILE CHECK.

ERROR 12	• A file or program may be missing. • Trying to write to a file that already exists. • Trying to access a MACS feature/module that you do not have. • May be disconnected from the server. • DOS: computer may be improperly configured. • UNIX or Xenix: the problem could be a change in "file permissions," usually caused by restoring files. ***Memo 102.*** • ***Request memos 012, 117, 302***
ERROR 13	• File permissions. • ***Request memo 102, 329***
ERROR 14	• When printing to a printer and printing to a display.
ERROR 15	• DOS: may have insufficient hard disk space. You need to do some computer housecleaning. ***Memo 329.*** • UNIX or Xenix: you may be out of room on the hard disk. If so, it may be time to do some housecleaning. Run a [3.11] FILE STATUS REPORT and send it to MACS for assistance in compressing or purging files wherever possible. You will need to obtain more hard disk if additional space cannot be found.
ERROR 16	• CONFIG.SYS file set too low for MACS. Increase file size.
ERROR 17	• Could be corrupt data or memory error. Shut down the computer and retry.
ERROR 20	• Wrong information typed when adding a modification. Re-enter the mod.
ERROR 26	• Alpha character(s) in a numeric field.
ERROR 33	• Not enough executable memory. Get all other users out of MACS. Close other applications.
ERROR 36	• Program mis-match. Restore programs or reinstall. • ***Request memo 334***
ERROR 41	• Product Import or Sales Data file may have blank rows. Delete rows and retry. • ***Request memo 323 Regarding Import*** • Too many characters is a field. File Check [SF\3.6]
ERROR 47	• Data in a record is damaged or entire record is corrupt. • Run a [3.6] FILE CHECK.
ERROR 103	• An unexpected error related to the operating system occurred. • DOS: check your **CONFIG.SYS** file; verity files and buffers are sized correctly. • UNIX or Xenix: the hard disk may be full or a hard disk error has been encountered. Contact your dealer. • ***Request memo 114***

If you continue to experience problems, our technical staff may be able to assist you. This assistance is considered a non-MACS service and will be billed at our current rates. If you wish to proceed, please fax the following reports to MACS Support with your approval for assistance: [3.11] FILES STATUS, [3.22] AGENCY PARAMETERS, and [3.23] SYSTEM MONITOR LOG.